View Appointment Queues

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You can view your Center’s appointment queues by clicking on the Scheduling Grid, and then the Scheduled Appointments tab in the Appointment Center. This document shows the view Appointment Queue visibility from the front desk support perspective, and the view from the appointment facilitator.

Front Desk Staff View

Note: Within each queue you have the option to remove or prioritize students using the Actions drop down menu. The Remove action in the drop down menu is best used to remove a student from the list when the student has checked in for an Appointment but leaves before the start of their appointment. This will not remove the scheduled appointment. Additionally, the advisor will need to enter a no-show on the summary report.
Staff User/Advisor View

Staff Users and Advisors can view both their student queue and other advisor’s queues from the Appointment Queues tab of their Staff Home page. Staff can also select how they will be notified when a student visits the Appointment Center by selecting one or more of the Notification Methods.